



Installation & Repair Technician

Horizons Communications is seeking a full-time, Installation & Repair technician to support our operations.

Horizons Communications is the DBA of South Plains Telephone Cooperative, a trusted telecommunications provider that has proudly served the South Plains of Texas for more than 75 years. As a member-owned cooperative, we operate with a strong customer-first mindset—because our customers are also our owners.

We operate a **100% FTTP (fiber-to-the-premise) network**, delivering fast, reliable internet and phone services to residential and business customers throughout our service area. Our employees play a vital role in maintaining service quality, reliability, and a positive member experience.

Horizons Communications is seeking a dependable and motivated Installation & Repair (I&R) Technician to support the installation, maintenance, and repair of fiber-based telecommunications services. This position involves field-based technical work in both residential and commercial environments and requires regular interaction with members.

Previous telecommunications experience is preferred; however, entry-level candidates demonstrating mechanical aptitude, reliability, and a commitment to learning will be considered. This position provides opportunities for skill development and long-term career growth within the organization.

What We Offer

- **Competitive starting pay:** \$16-\$25 per hour (based on qualifications and experience)
- **Comprehensive benefits package**, including:
 - 401(k) retirement plan
 - Medical, Dental, and Vision insurance
 - Paid Time Off (PTO)
 - Seven paid holidays per year
 - Overtime compensation at 1.5× base pay for hours worked over 40 per week

Why Work at Horizons Communications?

- Stable, long-standing cooperative with strong community ties
- Team-oriented, supportive work environment
- Emphasis on training, internal development, and career growth

PO Box 1379 | Lubbock, TX 79408
2425 Marshall St | Lubbock, TX 79415

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Job Responsibilities

- Install, configure, test, and troubleshoot fiber-based internet and voice services
- Install and support customer equipment, including ONTs, gateways, routers, and modems
- Diagnose and resolve service issues in residential and commercial settings
- Perform work involving fiber and Ethernet cabling (training provided as needed)
- Complete scheduled service calls in a professional, efficient, and timely manner
- Communicate clearly and courteously with members regarding services and issues
- Accurately document installations, repairs, and materials used
- Comply with all safety policies, procedures, and training requirements
- Coordinate with dispatch, customer service, and technical support teams as needed
- Participate in ongoing training to maintain current technical knowledge
- Consistent punctuality and reliable attendance are mandatory; repeated failure to arrive on time for scheduled shifts, service calls, or on-call rotations will not be tolerated

Minimum Qualifications

- Experience in telecommunications, fiber optics, cable, ISP, or related technical fields
- Familiarity with fiber, coaxial, or Ethernet cabling
- Experience using hand tools and performing basic technical troubleshooting

Required Qualifications

- High school diploma or GED
- Valid driver's license with a clean driving record
- Demonstrated reliability, accountability, and work ethic
- Effective communication and customer service skills
- Ability to work independently after completion of training

Applicants without direct telecommunications experience may be considered if they demonstrate mechanical aptitude, dependability, and a strong willingness to learn.

Work Schedule & Hours

- Overtime is expected and required based on operational needs
- Overtime compensated at 1.5 times the regular hourly rate
- Full-time schedule
- Rotating weekend and on-call assignments required
- On-call rotations scheduled in advance and compensated in accordance with company policy

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Physical & Work Environment

- Ability to lift and carry up to 50 pounds
- Ability to climb ladders and work at elevated heights
- Ability to work outdoors in varying weather conditions
- Ability to work in confined spaces, including attics and underneath mobile homes
- Ability to stand, bend, kneel, crawl, and perform physical tasks associated with field installations
- All duties are performed in accordance with established safety procedures and training standards

Drug & Safety Requirements

- Pre-employment drug screening required
- Random drug screening conducted throughout employment
- Drug testing conducted to FMCSA qualification standards
- Continued employment is contingent upon compliance with all safety, drug-testing, and workplace policies

Application Steps

Interested candidates should contact **Richard Graham** at **(806) 863-8006** or richard.graham@sptc.coop for additional information

Applications will be reviewed as received until the position is filled.

Equal Opportunity Employer

Horizons Communication is an Equal Opportunity Employer. We are committed to providing equal employment opportunities to all applicants and employees without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, or any other status protected by applicable law.